



Complaints Index Report for Airports

June 2022

Airports ranking according to the number of complaints



International Airports More than 6,000,000 Passengers Annually

	complaints rate for this month per 100,000 passenger	complaints rate for the same month last year per 100,000 passenger	Actual number of complaints for this month	Percentage of complaints resolved on time for this month	Most received complaints' category for this month
King Khaled International Airport	1	2	19	%86	Transportation, Baggage, Security process
King Abdulaziz International Airport	1	4	23	%79	Security process, Transportation, Baggage
Prince Mohammed International Airport	1	3	6	%100	Security process
King Fahad International Airport	1	1	10	%100	Check-in Process, People with reduced mobility, Security process

Least Complaints



International Airports Less than 6,000,000 Passengers Annually

	complaints rate for this month per 100,000 passenger	complaints rate for the same month last year per 100,000 passenger	Actual number of complaints for this month	Percentage of complaints resolved on time for this month	Most received complaints' category for this month
Abha International Airport	0.4	2	2	%100	Security process, Check-in Process
Prince Sultan International Airport	1	5	1	%100	Security process
Taif International Airport	1	4	1	%100	People with reduced mobility
Hail Airport	1	8	1	%100	People with reduced mobility

100,000 Passengers



Domestic Airports

	complaints rate for this month per 100,000 passenger	complaints rate for the same month last year per 100,000 passenger	Actual number of complaints for this month	Percentage of complaints resolved on time for this month	Most received complaints' category for this month
Alqaisumah Domestic Airport	6	6	1	%100	Security process
Sharurah Domestic Airport	7	0	1	%100	Security process

Most Complaint

Total number of complaints

↓ 65

Jun 2022

93

↑

Jun 2021

Complaints Categories for airports

Preventive precautions	Baggage	Security process	Transportation	Commercial services	People with reduced mobility	Check-in Process	Business and First Class Services	Services and Public Facilities	Executive Office

* The airports statistics above show only the airport that received complaints this month

* The above statistics has been gathered on 1st of July

%0-%39 %40-%59 %60-%89 %90-%100